

Updated 2/13/2015 DD

List of Training Classes that have been reviewed for 911 funding eligibility

PLEASE NOTE: This list may not include all 911 educational classes that are currently offered. If you are unable to locate a particular class on this list, please contact David Dodd via email at david.dodd@nc.gov or by telephone at 919-754-2944 for assistance

Courses highlighted in yellow are not eligible for 911 funding

Approved Categories

Call Taking
Improvement Programs
Maintenance to System
Protocols
PSAP Management
Quality Assurance
Supervising Staff

Provider: Apco Institute	Hours/Delivery	Approved	Category
	www.apcoinstitute.org		
Active Shooter Incidents	1 day live/3 weeks web	Yes	Call Taking
CALEA Accreditation Manager	8 weeks web	No	Doesn't Fit a Category
Communications Center Supervisor	3 days live/5 weeks web	Yes	Supervising Staff
Crisis Negotiations for Telecommunicators	1 day live/3 weeks web	Yes	Call Taking
Customer Service in Public Safety Communications	1 day live/3 weeks web	Yes	Improvement Programs
Communications Training Officer	3 days live/5 weeks web	Yes	Supervising Staff/Improvement
Communicaitons Training Officer Instructor	5 days live/6 weeks web	No	Instructor Courses Not Eligible
Disaster Operations and the Comm Center	1 day live/3 weeks web	Yes	Management
Emergency Medical Dispatch Certification	4 days live/6 weeks web	Yes	Protocols
Emergency Medical Dispatch Manager	1 day live/3 weeks web	Yes	Management
Emergency Medical Dispatch Concepts	1 day live/3 weeks web	No	Doesn't Fit a Category
Emergency Medical Dispatch Instructor	5 days live/6 weeks web	No	Instructor Courses Not Eligible
Fire Service Communications	4 days live/6 weeks web	Yes	Call Taking
Fire Service Communications Instructor	5 days live/6 weeks web	No	Instructor Courses Not Eligible
PSC Staffing & Employee Retention	1 day live/3 weeks web	Yes	Management
Public Safety Telecommunicator 1	5 days live/4 weeks web	Yes	Call Taking
Public Safety Telecommunicator 1 Instructor	5 days live/6 weeks web	No	Instructor Courses Not Eligible
Surviving Stress	1 day live/3 weeks web	Yes	Improvement Programs
Registered Public Safety Leadership (RPL) Course	approx 1 year	Yes	Management
Illuminations Con Ed Training Program-subscription based	1 hr per month	Yes	Call Taking

Provider: NENAwww.nena.orgCategory: PSAP Manager's Toolkit

Achieving Excellence in 911 Center Management	2 days	Yes	Management
SOP SOS	2 days	Yes	Management
Leadership in the 911 Center	1 day	Yes	Management
Comm Center Staffing Workshop	1 day	Yes	Management
Next Generation Employees for the Next Gen PSAP	1 day	Yes	Management
Caught in the Middle: A Guide to Middle Management	1 day	Yes	Management
Filling the Seats in Your PSAP	1 day	Yes	Management
NENA Center Manager Certification Program Class	5 days	Yes	Management

Category: Expanding Your Horizons

Missing!	1 day	Yes	Call Taking
Overcoming Negativity in the Comm Center	1 day	Yes	Improvement Programs
Preparation for PSAP Management	1 day	Yes	Supervising
Customer Service for 911 Professionals	1 day	Yes	Improvement Programs
From Ostrich to Eagle, Improving the PSAP Work Culture	1 day	Yes	Improvement Programs
NG 911 on the PSAP Floor	1 day	Yes	Call Taking
Supervisory Development: A Guide to Moving Ahead in your Career	1 day	Yes	Supervising
Change Management in 911	1 day	Yes	Supervising

Category: Preparing for the Worst

Continuity of Operations Plans for PSAPs	1 day	Yes	Management
Advanced Disaster Planning for PSAPs	2 days	Yes	Management
Disaster Planning for PSAPs	1 day	Yes	Management

Category: Getting the Word Out

Government Education	1 day	Yes	Management
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"In the Trenches" Approach to Public Education	1 day	No	Doesn't Fit a Category
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Training the 911 Trainer	1 day	No	Doesn't Fit a Category
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Category: The Future is Here

Advanced 911 Database	2 days	Yes	Maintenance
Advanced GIS	1 day	Yes	Maintenance
Introduction to Next Generation 911	1 day	Yes	Maintenance
GIS & NG 911 for the PSAP	1 day	Yes	Maintenance
Transition to Next Generation 911	1 day	Yes	Management

Category: Keeping Your PSAP Finely Tuned

911 Center Consolidation	1 day	Yes	Management
The ADA from A to Z	1 day	Yes	Management
Grant Management for PSAPs	1 day	Yes	Management
Liability Issues in the 911 Center	1 day	Yes	Management
PSAP Design	1 day	Yes	Management
SOP SOS	1 day	Yes	Management
Communications Center Staffing Workshop	1 day	Yes	Management

Category: Learning the Ropes

The 911 Puzzle: Putting All the Pieces Together	1 day	Yes	Improvement Programs
Introduction to Converging 911 Technologies	1 day	Yes	Improvement Programs
Understanding GIS for the PSAP	1 day		Maintenance
Troubleshooting Technology: Guide to Communicating with I.T.	1 day	Yes	Maintenance
Life Skills for Telecommunicators	1 day	Yes	Improvement Programs

Provider: Priority Dispatch Corp

National Academy Emergency Medical Dispatch	3 days	Yes	Protocols
National Academy Emergency Police Dispatch	3 days	Yes	Protocols
Active Assailant Incidents	4 hours	Yes	Protocols
National Academy Emergency Fire Dispatch	3 days	Yes	Protocols
National Academy Emergency Telecommunicator Class (ETC)	6 days	Yes	Call taking
Emergency Telecommunicator Instructor	3 days	No	Instructor Courses Not Eligible
AQUA EMD, EFD, EPD Quality Assurance Courses	2 days	Yes	QA
EMD, EFD, EPD Con-Ed Articles/Journal of Emergency Dispatch	1 hour each article	Yes	Protocols
EMD Advancement Series-Continuing Dispatch Education	8 hours	Yes	Protocols
EMD Flashback Series-Continuing Dispatch Education	8 Hours	Yes	Protocols

Provider: Fitch & Associates

NAED Communications Center Manager Course	www.fitchassoc.com approx 3 months	Yes	Management
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Provider: NC Sheriff's Standards Commission

	www.ncdoj.gov		
Sheriff's Standards Telecommunicator Certification Course	6 or 7 days	Yes	Call Taking
Annual Continuing Education Program	16 hours	Yes	Various Topics
First Line Supervision	40 hours	Yes	Supervising Staff

Provider: Powerphonewww.powerphone.com

911 Liability	1 day live/8 hours web	Yes	Improvement Programs
911 Supervision	1 day live/8 hours web	Yes	Supervising
Active Shooting Response	1 day live/8 hours web	Yes	Call Taking
Dispatch Judo: Verbal Defense & Influence for Dispatchers	2 days	Yes	Call Taking
Domestic Violence Intervention	1 day live/8 hours web	Yes	Call Taking
Emergency Medical Dispatch	3 days	Yes	Protocols
Emergency Medical Dispatch Online Recertification	8 hours web	Yes	
Fire Service Dispatch	2 days	Yes	Protocols
Fire Service Dispatch Online Recertification	8 hours web	Yes	
Homeland Security for Telecommunicators	1 day live/8 hours web	Yes	Call Taking
Hostage Negotiations	1 day live/8 hours web	Yes	Call Taking
Law Enforcement Dispatch	2 days	Yes	Protocols
Law Enforcement Dispatch Online Recertification	8 hours web	Yes	
Non-Emergency Call Handling	1 day live/8 hours web	Yes	Call Taking
Protecting Law Enforcement Responders	1 day	No	Doesn't Fit a Category
Disasters and the Dispatcher	1 day live/8 hours web	Yes	Call Taking
Stress Identification and Management	1 day live/8 hours web	Yes	Improvement Programs
Suicide Intervention	1 day live/8 hours web	Yes	Call Taking

Provider: Public Safety Training Consultantswww.pstc911.com

Active Shooter	1 day	Yes	Call Taking
Being the Best	1 day	Yes	Call Taking/Supervising
Building Your Liability Shield	1 day	Yes	Improvement Programs
Complacency....How to Avoid A Toxic Workplace	1 day	Yes	Supervising
Crisis Communications	1 day	Yes	Call Taking
Critical Incident Stress Management	1 day	Yes	Management/Supervising
Customer Service the 911 Way	1 day	Yes	Call Taking
Domestic & Family Violence for 911 Professionals	1 day	Yes	Call Taking
Fire Communications	1 day	Yes	Call Taking
High Risk Events!	1 day	Yes	Call Taking
Homeland Security for 911 Professionals-NIMS	1 day	Yes	Call Taking/Supervising
It's Your Ship-Navigating the Waters of Comm Center Leadership	1 day	Yes	Management/Supervising

In Progress!	1 day	Yes	Call Taking
Modular Fire Service Dispatch Training	depends on agency need	Yes	Call Taking
People First Management	1 day	Yes	Supervising
Progressive Supervision Workshop	1 day	Yes	Supervising
Providing Exceptional Service-What if It Were Family	1 day	Yes	Call Taking
School Violence: Lessons Learned	1 day	Yes	Call Taking
Planes, Trains, and Automobiles	1 day	Yes	Call Taking
Under the Headset: Surviving Dispatcher Stress	1 day	Yes	Improvement Programs
You Just Never Know	1 day	Yes	Call Taking/QA
(Most of above courses available in workshop format)	16-24 hours		

Provider: PROTEC Critical Service Solutions-Jimmy Lamb

Active Shooter for Communications	1 day	Yes	Call Taking
Telecommunicator Workshop	1 day	Yes	Improvement Programs
Recruiting, Training & Retaining Communications Personnel	2 days	Yes	Management
Customer Service for 911	1 day	Yes	Improvement Programs
Keeping Our Customer Service Top Shelf	1 day	Yes	Improvement Programs
Fire Service Communications	1 day	Yes	Call Taking
911 Basic Call Taking Principles	1 day	Yes	Call Taking
Human Trafficking Seminar	1 day	Yes	Call Taking
Are you Leading the Pack or Following It?	1 day	Yes	Supervising Staff
Training For Success Seminar	1 day	No	Doesn't Fit a Category

Provider: National Emergency Communications Institute

	www.neci911.com		
Basic 911 Certification Course	5 days	Yes	Call Taking
NECI National EMD Certification Course	3 days	Yes	Protocols
NECI Fire Communications Officer Certification	3 days	Yes	Call Taking
NECI Communications Training Officer Certification	3 days	Yes	Supervising Staff/Improvement
Workshop-Crimes in Progress Calls	1 day	Yes	Call Taking
Workshop- Suicide Calls	1 day	Yes	Call Taking
Workshop- Domestic Violence Calls	1 day	Yes	Call Taking
Workshop- Bomb Threat Calls	1 day	Yes	Call Taking
Workshop- HazMat Calls	1 day	Yes	Call Taking
Workshop- Liability and Legal Issues in 911	1 day	Yes	Improvement Programs

Workshop- Stress Management	1 day	Yes	Improvement Programs
Workshop- TDD Calls	1 day	Yes	Call Taking
Management: Developing a Policy & Procedure Manual	3 days	Yes	Management
Management: Developing a 911 Quality Assurance Program	3 days	Yes	Management
Management: EMD Program Implementation	3 days	Yes	Management

Provider: The Public Safety Group

www.publicsafetygroup.com

Critical Incident Dispatching	2 days	Yes	Call Taking
Communicaitons Training Officer	2 days	Yes	Supervising Staff/Improvement
Supervisor	2 days	Yes	Supervising
Fire Communications	2 days	Yes	Call Taking
Hostage Negotiations	1 or 2 days	Yes	Call Taking
Crimes In Progress	1 day	Yes	Call Taking
Active Shooter	1 day	Yes	Call Taking
Critical Incident Stress	1 day	Yes	Improvement Programs
Suicide Intervention	1 day	Yes	Call Taking
Hostage Negotiations	1 day	Yes	Call Taking
Stress: It's All in Your Head	1 day	Yes	Improvement Programs
Domestic Abuse	1 day	Yes	Call Taking
Terrorism and the Telecommunicator	1 day	Yes	Call Taking
Telecommunicator Liability	1 day	Yes	Improvement Programs
TTY Training	1/2 day	Yes	Call Taking
Customer Service	1/2 day	Yes	Call Taking

Provider: Profile Evaluations Inc

www.pei-911.com

Hiring Right for 911	4 week web	Yes	Management
Building for Excellence: Management & Leadership Tools	6 week web	Yes	Management
The Communications Training Professional	6 week web	No	Doesn't Fit a Category
Domestic Violence by The Public Safety Group	3 week web	Yes	Call Taking
Stress: It's All in Your Head by The Public Safety Group	3 week web	Yes	Improvement Programs
Suicide Intervention by The Public Safety Group	3 week web	Yes	Call Taking
Basic Telecommunicator Training by Public Safety Group	5 week web	Yes	Call Taking
Active Shooter by The Public Safety Group	3 week web	Yes	Call Taking
Communications Center Liability by The Public Safety Group	3 week web	Yes	Improvement Programs

Challenging Callers by The Public Safety Group	3 week web	Yes	Call Taking
Customer Service by The Public Safety Group	3 week web	Yes	Call Taking
Bring it on! Surviving and Succeeding in this Crazy, Wonderful Profession	3 week web	Yes	Improvement Programs
Provider: DSS Corp-Equature-Learning on Demand	www.equature.com/lod		
Crimes In Progress	1 day	Yes	Call Taking
Active Shooter	1 day	Yes	Call Taking
Hostage Negotiations	1 day	Yes	Call Taking
Domestic Violence	1 day	Yes	Call Taking
Suicide Intervention	1 day	Yes	Call Taking
Critical Incidents-Total Disaster Response	1 day	Yes	Call Taking
Communications Center Liability	1 day	Yes	Improvement Programs
Elite Continuous Training (In conjunction with Liability Course)	varying short sessions	Yes	Improvement Programs
Stress-It's All in Your Head	1 day	Yes	Improvement Programs
Critical Incident Stress	1 day	Yes	Improvement Programs
Communications Training Officer	2 days	Yes	Supervising Staff/improvement
Provider: FEMA/NIMS	www.training.fema.gov		
IS 100- Introduction to the Incident Command System	3 hours	yes	Protocols
IS 200- ICS for Single Resource and Initial Action Incidents	3 hours	Yes	Protocols
IS 700- National Incident Management System, An Introduction	3 hours	Yes	Protocols
IS 800- National Response Framework, An Introduction	3 hours web/8 hours live	yes	Protocols
Provider: National Center for Missing & Exploited Children	www.missingkids.com		
Telecommunicator Best Practices for Missing and Abducted Kids	1 day live/6 hours web	yes	Call Taking
Missing Child Seminar for Chief Executives (CEO)	2 days	yes	Management
Time to Act: The 911 Center and Missing Kids Course	1 day live	yes	Management
Train the Trainer Seminar	1 day live	no	Doesn't Fit a Category
Provider: Skillpath	www.skillpath.com		
<i>Category: Management and Supervisory</i>			
Coaching and Teambuilding for Managers and Supervisors	1 day	Yes	Management/Supervising Staff
Dealing Effectively with Unacceptable Employee Behavior	1 day	Yes	Supervising Staff
Excelling as a Manager or Supervisor	1 day	Yes	Management/Supervising Staff

How to Excel at Managing and Supervising People	2 days	Yes	Management/Supervising Staff
<i>Category: Business Writing</i>			
Business Writing Basics for Professionals	1 day	Yes	Improvement Programs
How to Write Effective Policies and Procedures	1 day	Yes	Management
Business Writing and Grammar Skills Made Fun and Easy	2 days	Yes	Improvement Programs
Provider: Police Legal Sciences			
	www.policelawsciences.com		
Online Dispatcher/Telecommunicator Training	12 hours annually	Yes	Call Taking/Improvement Programs
Provider: NC School of Government			
	www.sog.unc.edu		
Effective Supervisory Management Program	5 days	Yes	Management/Supervising Staff
Provider: Fred Pryor Seminars			
	www.pryor.com		
How to Deal With Unacceptable Employee Behavior	1 day	Yes	Supervising Staff
The Ultimate Supervisor	1 day	Yes	Supervising Staff
Creative Leadership for Managers, Supervisors and Team Leaders	1 day	Yes	Management/Supervising Staff
Provider: Sungard/OSSI			
	www.sungardps.com		
CAD Administrator Training	3 days	Yes	Maintenance to System
Provider: Professional Pride Inc.			
	www.911trainer.com		
Neutralizing Stress & Negativity	1 day	Yes	Improvement Programs
Critical Thinking-Analyzing 911 Calls	1 day	Yes	Improvement Programs
Customer Service for 911 Workshop	1 day	Yes	Improvement Programs
Becoming the Peacemaker-Conflict Resolution	1 day	Yes	Improvement Programs
Call Taking Mastery Workshop	1 day	Yes	Call Taking
CTO Refresher	1 day	Yes	Supervising Staff/Improvement
The Exceptional Trainer	1 or 2 days	No	Doesn't Fit a Category
Provider: Success Communications			
	www.successcommunicationsinc.com		
40 Hour Beginning Dispatch School	5 days	Yes	Call Taking
40 Hour Advanced Dispatch School	5 days	Yes	Call Taking
9-1-1 Liability	1 day	Yes	Improvement Programs
Anger Management	1 day	Yes	Improvement Programs

Burnout: The Relationship between the Person and the Duties	1 day	Yes	Improvement Programs
Child Callers	1 day	Yes	Improvement Programs
Conflict Management	1 day	Yes	Improvement Programs
Conflict Resolution	2 days	Yes	Improvement Programs
Cultural Diversity	2 days	Yes	Improvement Programs
Customer Service	1 day	Yes	Improvement Programs
Domestic Violence	1 day	Yes	Call Taking
Ethics	1 day	Yes	Improvement Programs
Executive Management Summit	1 day	Yes	Management
Homeland Security: The Telecommunicator's Role	1 day	Yes	Call Taking
Leadership I: Becoming a Great Supervisor	2 days	Yes	Supervising Staff
Leadership II: The Professional Supervisor	2 days	Yes	Supervising Staff
Leadership III: The Professional Supervisor-Advanced	2 days	Yes	Supervising Staff
Leadership IV: Coaching, Counseling, and Discipline	2 days	Yes	Supervising Staff
Management I	2 days	Yes	PSAP Management
Management II: Needs Assessment	2 days	Yes	PSAP Management
Motivating Your Workforce	1 day	Yes	Supervising Staff
Nix the Negativity in the Workplace	1 day	Yes	Improvement Programs
Presentation Mastery	5 days	No	Doesn't Fit a Category
Professional Dispatch	1 day	Yes	Improvement Programs
Responder Down	1 day	Yes	Improvement Programs
Stress Management	1 day	Yes	Improvement Programs
Succession Planning	on line course	Yes	Management
Suicidal Callers	1 day	Yes	Call Taking
Team Building	2 days	Yes	Improvement Programs
Team Building II	1 day	Yes	Improvement Programs
Train the Trainer	3 days	No	Doesn't Fit a Category
Turn Stress into Success	2 days	Yes	Improvement Programs
What was Management Thinking?	1 day	No	Doesn't Fit a Category

Provider: Marlene Chism

www.marlenechism.com

Stop the Workplace Drama

1 day

Yes

Improvement Programs

Provider: LocalGovU

www.localgovu.com

Dealing with Stress	On line con-ed course	Yes	Improvement Programs
Dispatcher Training	On line con-ed course	Yes	Call Taking
Handling Domestic Abuse Calls	On line con-ed course	Yes	Call Taking
Handling Robbery Calls	On line con-ed course	Yes	Call Taking
Handling Missing Children Calls	On line con-ed course	Yes	Call Taking
Keeping Your Cool	On line con-ed course	Yes	Improvement Programs
Stress Management for Dispatchers	On line con-ed course	Yes	Improvement Programs
Suicide Awareness	On line con-ed course	Yes	Call Taking
Basic Telephone Skills	On line con-ed course	Yes	Call Taking
Developing Effective Communications Skills	On line con-ed course	Yes	Call Taking